

## Employer attitude survey shows high satisfaction

As you know, several months ago PERSI started a new survey initiative that includes a number of surveys:

- An Employer Attitude Survey,
- A Member Attitude Survey,
- Ongoing Employer Transaction Surveys, and
- Ongoing Member Transaction Surveys.

The first one, conducted at the beginning of the summer, was the

Employer Attitude survey that most of you participated in.

Clearwater Research collected information from payroll and administrative professionals about their satisfaction with PERSI services, knowledge about PERSI benefits, and the usefulness of PERSI support and information.

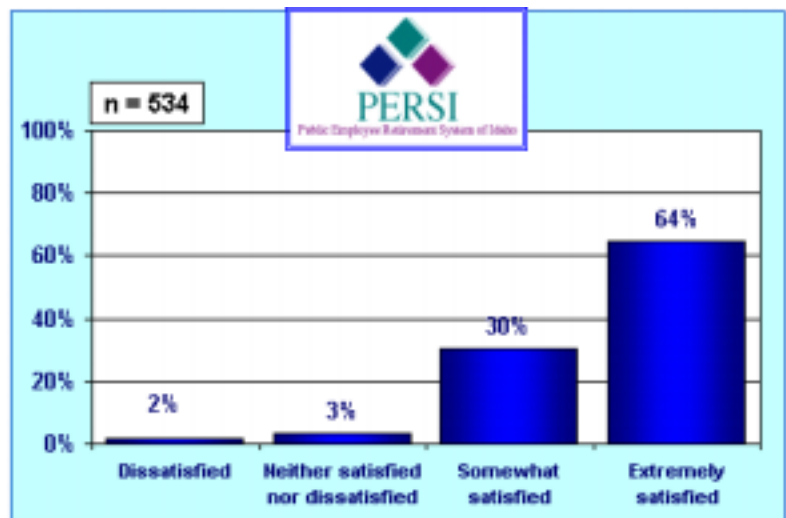
Clearwater conducted analyses of the 536 completed surveys to

identify areas of excellence and opportunities to improve. This information will be used to guide future PERSI service offerings and programs. A few of the results are below. The full report is available on our website at [www.persi.state.id.us](http://www.persi.state.id.us) on the employer information page.

We thank all of you that have participated so far, and thank you for any future participation.

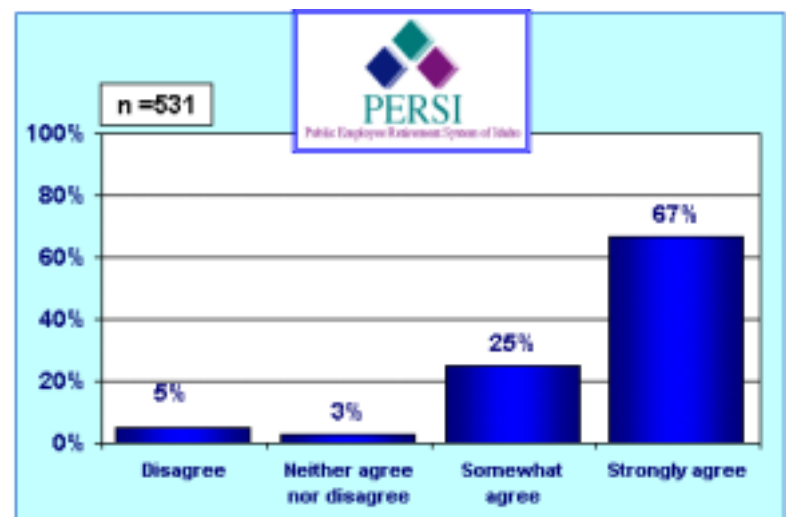
**Q: Consider all of your experiences with PERSI in the past year. How satisfied or dissatisfied overall are you with PERSI?**

Some 94% of employers are somewhat or extremely satisfied overall with PERSI. We were very pleased by the results of this question, especially considering the large number of changes we have asked you to make over the last several years. We hope to continue this strong working relationship with you.



**Q: The employees at PERSI strive to make my job easier.**

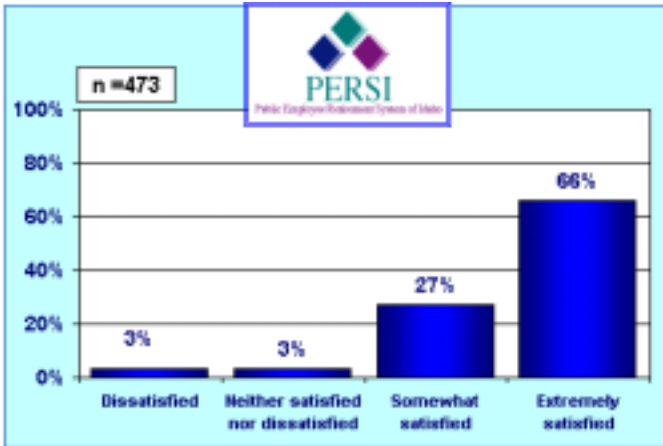
67% strongly agree with this statement. Another 25% somewhat agree.



### Payroll Person's Tenure in Position

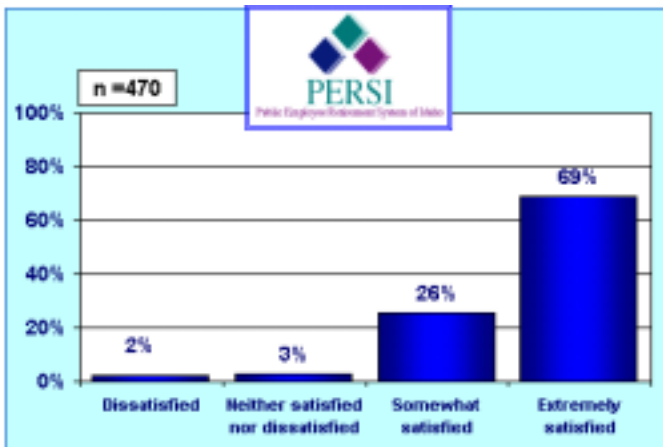
Less than 1 month	< 1%
1 month to 6 months	3%
6 months to 1 year	6%
1 to 2 years	9%
2 to 5 years	23%
5 years or more	59%

# PERSI employer attitude survey continued from front



**Q: How satisfied are you with the service provided by the PERSI fiscal technician assigned to you?**

Some 66% of employers are extremely satisfied with their fiscal tech. Another 27% are somewhat satisfied.



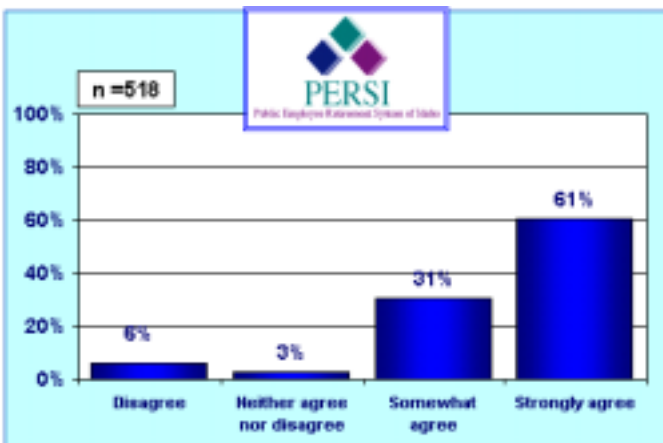
**Q: How satisfied are you with the service provided by the PERSI member services representative assigned to you?**

About 69% of employers are extremely satisfied with their member services representative. Another 26% are somewhat satisfied.



**Q: PERSI has done a good job providing access to information I need for my job.**

Some 63% of employers strongly agree with the above statement. An additional 33% somewhat agree. If you ever feel you need additional information on any PERSI topic, please feel free to contact us and we will be happy to help you.



**Q: PERSI effectively communicates transmittal reporting requirements to me.**

About 61% of employers strongly agree with the above. Another 31% somewhat agree. We realize there have been several reporting changes recently, and we appreciate how hard you have worked to make the adjustments along with us. We will continue to work with you to improve our processes.